

1. Differences in previous experience increase the difficulty of communicating successfully.
 - a. True
 - b. False
2. Active listening involves:
 - a. Completing the speaker's sentence.
 - b. Attending to the facts, not feelings.
 - c. Making assumptions about what the speaker is saying.
 - d. Paraphrasing what the speaker said.
3. Which of the following is an external roadblock to effective listening?
 - a. Noise
 - b. Defensiveness
 - c. Resistance to change
 - d. Stereotyping
4. Which of the following media would you not use to inform the public of an approaching tornado?
 - a. A siren
 - b. A radio announcement
 - c. A newspaper article
 - d. A television crawl message
5. When communicating via e-mail, you should:
 - a. Use complete sentences and proper grammar.
 - b. Truncate the message to save space.
 - c. Use all abbreviations and acronyms used on your job.
 - d. Block the receiver from forwarding or printing the message.
6. One difference between emergency and day-to-day communications is that:
 - a. Day-to-day communications are more critical.
 - b. Day-to-day communications are more timely.
 - c. Emergency communications require no response.
 - d. Emergency communications must be consistent.

7. Print communication during an emergency:
 - a. Helps to ensure proper documentation.
 - b. Takes too much time to prepare.
 - c. Is fluid and dynamic.
 - d. Warns a community quickly of impending dangers.
8. Our traditions shape how we interact with others.
 - a. True
 - b. False
9. Cultural differences:
 - a. Are forgotten in an emergency.
 - b. Reflect internal beliefs and thought patterns.
 - c. Are rarely the cause of misunderstandings.
 - d. Reflect the media “spin” on diversity.
10. How can you tell “in the moment” that your message isn’t being received?
 - a. Rely on the individual asking a question.
 - b. Look for changes in body language.
 - c. Ask the audience if they understand.
 - d. See how the audience responds in an emergency.
11. When planning communications, you must consider age and disabling condition together with cultural differences.
 - a. True
 - b. False
12. One step that will help you account for cultural differences when communicating is to:
 - a. Apologize when you inadvertently cause negative behavior.
 - b. Assume that gestures are similar and use them freely.
 - c. Ask the audience what their cultural issues are, then address them.
 - d. Start with the assumption of differences in how people think and react.
13. The technology chosen rarely affects the communication.
 - a. True
 - b. False

14. One reason to select the best technology to support your message is to:
 - a. Make communication easier for you.
 - b. Maximize the message's impact.
 - c. Form a correlation between the technology and its effectiveness.
 - d. Correct problems found in previous communications.
15. A technology tool that may be useful when the community's siren warning system is not working is:
 - a. Telephone
 - b. TDD
 - c. Radio
 - d. Mobile PA system
16. When communicating via two-way radio:
 - a. It is ok to use codes because others know them.
 - b. It is important to provide as much information as possible.
 - c. It is possible for other people to overhear the message.
 - d. It is suggested that you tape record for future documentation.
17. High-tech messages are always preferable to low-tech.
 - a. True
 - b. False
18. When deciding which type of oral communication to use, you should consider:
 - a. Who and how many people are in the audience.
 - b. What is easiest for you and your staff.
 - c. How to deliver the message only once.
 - d. What is the fastest way to send the message.
19. If the media asks you a question that you are not sure about, you will look bad if you acknowledge that you do not know the answer.
 - a. True
 - b. False
20. One way to deal more effectively with the media is to:
 - a. Stress your point of view as a way of getting the reporter to understand.
 - b. Prepare a handout that covers the points you're willing to discuss.
 - c. Refer all media contacts to your supervisor.
 - d. Provide background information to help the reporter understand the issues.

21. Nonverbal cues that are in sync with the verbal message will:
- a. Reinforce the verbal message.
 - b. Breed resentment and distrust.
 - c. Cause people to believe the nonverbal message.
 - d. Help the audience like you better.
22. Preferences for personal distances are:
- a. The same as for social distance.
 - b. Affected by culture.
 - c. The same as for public distance.
 - d. Not important to the type of message.
23. Frowning, leaning back or away, tightening the jaw, and staring elsewhere are all signs of which nonverbal cluster?
- a. Evaluation
 - b. Boredom
 - c. Frustration
 - d. Disagreement
24. Emergency management is a serious topic. Therefore, humor is not appropriate in public addresses.
- a. True
 - b. False
25. One of the best ways to reduce speech anxiety is to:
- a. Only speak to small groups.
 - b. Prepare until you are confident.
 - c. Speak only on tape.
 - d. Mentally block out the anxiety.